

ILLINOIS CONSOLIDATED TELEPHONE COMPANY
1stQuarter, Service Quality Report 2014 – Missed Objectives

Answer Time- Section 730.510(b)(1)

Attrition and Prism (new billing system) were events that prevented us from meeting service levels. We are currently in a better place with regard to the learning gap that came with the launch of Prism and our headcount has increased. With that, we are on target to meet service level.